

Employee Assistance Programs

What are they? How can they help?

Definition of an EAP

- An employee assistance program (EAP) is a confidential, prepaid, results-oriented service with resources designed to address everyday problems. These resources include: assessment, referral, and brief sessions with a qualified mental health professional. The EAP is designed to help you and your family members better manage whatever issues come your way and ultimately improve the quality of life at home and at work.
- The EAP is designed to help with any concern or problem affecting your behavioral health, well-being, or even job performance.

Features of an EAP

- One-on-one clinical counseling sessions
 - Stress/anxiety
 - Interpersonal relationships
 - Depression
 - Substance abuse
 - Grief/loss
 - And other issues
 - 3 sessions per six months
- Telephone consultations
 - Legal assistance
 - Financial guidance
 - Tax planning
 - Retirement planning
 - Childcare referrals
 - And other issues
 - Unlimited access to these services
- Educational sessions
 - Wellness seminars
 - Diabetes
 - Asthma
 - Weight loss
 - Pain management
 - And other subjects

Eligibility for our EAP

- Any employee of the city of Fresno and his/her family members is entitled to receive services under the EAP.

Cost of the EAP

- Services are provided at no cost to the employee or family members.
- The full cost of the services is paid by the city of Fresno.

Provider for the EAP

- ACI, The Specialty Benefits Corporation
 - A full-service international EAP provider
 - Legally and ethically obligated to maintain the highest standards of confidentiality

Access to the EAP

- Simply call ACI at 1-800-932-0034 to speak with a professional service provider
 - Face-to-face, by phone, email or even text messaging
 - 24 hours a day, 7 days a week

Referrals from the EAP

- Should you need help beyond the EAP, referrals may be coordinated if Fresno City Employees Health and Welfare mental health benefits need to be accessed.
- If accessing PacifiCare mental health benefits, referrals will be made to a contracting PacifiCare panel provider.

That's our EAP

- 3 free confidential counseling sessions per six months, 6 sessions per year
- Unlimited telephonic legal consultation
- Unlimited child and eldercare referrals